

Job Description of Youth Helpline Counselors

1. Job Environment

Position Information:	Reporting Lines:
Department/Division: Adolescent & WE Section Position: 1 (Male) Placement: Youth Helpline, Lahore. Donor: UNFPA Project Duration: 01-10-2021 to 31-12-2021	Report To: Project Coordinator

2. Job Objective

Provide quality telephonic counseling services to young people on their academic issues, job opportunities and psychosocial support and contribute to the wellbeing of the young people.

3. Functions of the Position

1. Provide information, support and counseling to adolescents in need.
2. Be sensitive towards and be able to assess the need(s) of the adolescents and given appropriate support/guidance required.
3. Know about the Collaborative Agencies/Line Departments of whom the client could be referred for more appropriate support.
4. To participate in courses to improve his/her skills as Counselor.
5. To develop case histories.
6. To assist in holding periodic meetings with the project staff to review the performance.
7. To keep records systematically of all calls received on daily basis.
8. To submit quarterly reports for onward submission to Donor.
9. To assist in the evaluation of all project activities.

4. Interaction

Within the organization	Outside the organization
All Department in Head Office	Government of Pakistan Partner Organizations Line Departments Other NGOs

5. Competencies			
Interpersonal Skill	Leadership Skills	Management Skills	Technical Skills
Presentation Report Writing Communication	Conflict Handling Decision Making Motivating Others	Planning Time Management Coordination Advance Counseling Skills	Analytical Collaboration Dedication Budgeting

6. Desired Profile of Incumbent Person Specification	
1. Education/Qualification:	2. Work Experience & Traits:
Master or BS Hons. in Social Sciences	Call Center working experience